

SOP Template: Assignment of Case Handler or Resolution Officer

Purpose

This SOP details the **assignment of case handler or resolution officer**, including criteria for selecting appropriate personnel, roles and responsibilities, case prioritization, documentation standards, communication protocols, and timelines for case resolution. The purpose is to ensure efficient and effective handling of cases by designated officers to enhance accountability, streamline workflow, and achieve timely resolution.

Scope

This SOP applies to all staff members involved in the handling and resolution of cases within the organization.

Definitions

- **Case Handler:** An individual appointed to manage and process a specific case.
- **Resolution Officer:** An individual responsible for facilitating and closing the case, ensuring all processes are completed.
- **Case:** Any issue, inquiry, complaint, or incident requiring formal management and resolution.

Procedure

1. Case Intake and Registration

- All new cases are logged into the case management system by receiving staff.
- Assign a unique reference number to each case.

2. Assignment Criteria

- Assign case handler based on:
 - Relevant expertise and experience
 - Current workload and availability
 - Level of case complexity
 - Conflict of interest and impartiality
- Assignment approved/validated by supervisor or team lead.

3. Roles and Responsibilities

- Case Handler:
 - Investigate and document case details
 - Communicate with stakeholders
 - Coordinate required actions for case progress
- Resolution Officer:
 - Oversee closure of the case
 - Ensure all procedural steps are completed
 - Document final outcome and lessons learned

4. Case Prioritization

- Assign priority level (e.g. High, Medium, Low) based on urgency, impact, and regulatory timelines.
- Reassess priority if case status changes.

5. Documentation Standards

- Maintain accurate, up-to-date, and secure records for each case.
- Record all major actions/communications in the system.

6. Communication Protocols

- Inform assigned case handler/resolution officer and affected parties within 24 hours of assignment.
- Update stakeholders on case progress at agreed intervals.
- Escalate any delays or obstacles to supervisor promptly.

7. Timelines for Case Resolution

- Define target timelines for each case type (see table below).
- Monitor adherence to timelines; flag and escalate overdue cases.

Case Resolution Timelines (Sample Table)

Case Type	Target Assignment Time	Target Resolution Time
Urgent/High Priority	4 hours	1 business day
Medium Priority	1 business day	3 business days
Low Priority	2 business days	5 business days

Records and Documentation

- All case assignment decisions, case files, and communications are to be retained in compliance with internal documentation and retention policies.
- Periodic review of closed cases for identification of process improvement areas.

Review and Revision

- This SOP should be reviewed annually or as needed based on organizational changes, regulatory requirements, or process improvement findings.

Approval

Effective Date: _____
Approved By: _____
Signature: _____